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ABSTRACT

This is a report on the 2000 Yearly Evaluation of Services by Students (YESS) survey administered by Howard Community College (HCC) (Maryland) to assess student satisfaction with college services and other aspects of the campus environment. The YESS survey has been administered since 1991. In 2000, 991 out of 2,215 students responded to the survey (response rate 41%). Demographics indicated that: (1) approximately 59% of the respondents were female; (2) approximately 66% were 25 or younger; (3) 65% were white; and (4) 42% and 36% of the respondents were employed full or part time, respectively. Other results included: (1) most respondents chose to attend HCC due to its proximity and affordability; (2) approximately 55% of the respondents expressed the intent to transfer to a four-year institution; (3) most respondents expressed that they would attend HCC again and recommend it to others; (4) HCC services that received high student satisfaction ratings included admissions, registration, the library, bookstore, the HCC Web site, the testing center, and the learning assistance center; (5) students expressed satisfaction with class sizes, campus diversity, campus safety, computer services, faculty attitude/availability, quality of instruction, transfer services, and advising services; and (6) parking services, financial aid, and the cafeteria were among the lowest-rated HCC services. The report offers comparison tables between full- and part-time students, day and evening students, and ethnic groups. Results between all groups were fairly similar. The appendix includes specific survey statistics. (MKF)

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ED 464 685

Student Satisfaction.
YESS Survey Results, 2000.

June 2000
Howard Community College

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HOWARD COMMUNITY COLLEGE
You Can Get There From Here.

STUDENT SATISFACTION

YESS SURVEY RESULTS

Research Report Number 105 June 2000

Since the 1980s, Howard Community College has given its students the opportunity to express their levels of satisfaction with college services and other aspects of the campus environment and college life. The Yearly Evaluation of Services by Students (YESS) Survey, dating from 1991, has been the most recent vehicle for gathering information on student satisfaction. The YESS Survey, with some modifications, has been used each spring for ten years, with the exception of one (for the 1997 student survey, HCC used the Student Assessment of the College Environment Survey developed at the National Institute for Leadership and Institutional Effectiveness at North Carolina State University). HCC values its annual measure of student satisfaction as a key feedback mechanism for monitoring the quality of service it provides to students.

Each spring, class sections are randomly chosen to participate in the survey. In the spring of 2000, 106 class sections were selected, and instructors in 90 returned completed surveys, for a section response rate of 85%. The number of students chosen to participate in the survey was 2215, and 911 responded, for a student response rate of 41%. Since many students were in more than one chosen class section and were instructed to fill out only one survey, the true student response rate was undoubtedly higher. The 911 YESS respondents represented 19% of the 4886 students enrolled at HCC in the spring of 2000. The respondent sample is large enough so that results of the survey can be generalized to the student body for spring 2000 with a 95% confidence level and within a 3% margin of error.

Student Characteristics	YESS 2000 (911)	All Spring Students (4886)
Female	59%	59%
19 & younger	29%	16%
20 – 25 years old	36%	29%
White	65%	63%
African American	16%	16%
Full-time student	46%	28%
Income under $20,000	17%	NA
Income over $100,000	25%	NA
Employed full time	42%	NA
Employed part time	36%	NA

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Characteristics of Respondents

As in past years, YESS Survey respondents closely mirrored the characteristics of all spring enrollees, with the exception of an over representation of younger and full-time students.

When students were asked if they needed financial aid, a total of 52% said yes. Of those, 27% already receive it, 11% haven't applied, and another 15% applied and weren't eligible.

Most of the student respondents (76%) had been at HCC for four semesters or less. While for all spring enrollees the percent of full-time students was 28%, among respondents it was 46%. Day students made up 58% of the respondents, and 63% of all students.

When asked what their current GPA is, 73% said theirs was over 2.5, with 23% of that group claiming a 3.5 or higher.

Primary reasons for choosing HCC:
Proximity to home – 34%
Affordability – 22%
Ease of transferring – 10%

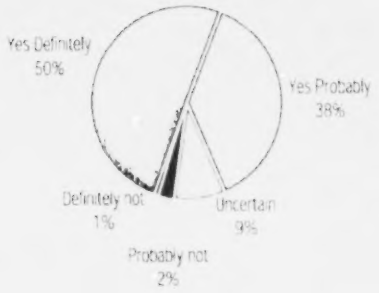
Primary goals in attending HCC:
Transfer to a four-year school – 55%
Obtain an AA degree – 24%

Respondents were also asked what their first choice of a college was to attend this semester, and 68% said it was HCC. The school chosen next most frequently was University of Maryland College Park, with 8% saying they had wanted to go there.

If you had it to do over again, would you enroll at HCC?

As seen in the charts above and on the following page, respondents were quite positive in their reactions to those two important questions, with 86% stating they would enroll again at HCC and 88% saying they would recommend HCC to their friends or relatives.

Would you recommend HCC to your friends or relatives?



For the first time on the YESS Survey, students were asked in which non-traditional courses they were currently enrolled. Most (75%) were not enrolled in any non-traditional courses. There were 5% in online courses, 5% in Fast Track courses, and 4% in telecourses.

Also for the first time, students were asked about access to a computer, E-mail, and the Internet. Less than one percent said they did not have access to a computer.

Best regular access to a computer	
Home	75%
At HCC	16%
Work	6%
Other	2%
Have E-mail access	***92%***
Have Internet access	***92%***

From the above data, it appears that HCC students are plugged in to the virtual world and have the capacity to take online courses or courses likeCampus-Web if they so choose.

Student Ratings on College Services

On the YESS Survey, ratings on college services are given on a five-point scale ranging from "Very satisfied" (5) to "Very dissatisfied" (1). The table that follows shows the highest rated college services, all with ratings of 3.70 or over. (See full table set for all service ratings.) The percent satisfied shown on the table indicates those respondents who gave ratings of four or five. (That does not mean the remaining students are dissatisfied, since the "neutral" or three rating often accounts for a substantial percentage of respondents.)

Admissions services received the highest mean rating and had the highest percentage of satisfied respondents on this section of the survey. ***Telephone registration*** was a close second, and it climbed by 0.24 over last year's rating – a greater gain than for any other service area. The ***Library*** and ***HCC publications*** also were rated at or near 4.0 and had more than three-quarters of respondents satisfied.

Customarily at HCC, we examine ratings below 3.50 as indicating areas that need improvement. On this year's survey those areas were: ***Financial Aid: amount of aid (3.43)***, ***Cafeteria (3.38)***, and ***Parking (2.94)***. Another important consideration is the proportion of students who are actually dissatisfied with a service. If we look at those areas with 10% or higher dissatisfaction levels, five service areas emerge as warranting focused efforts to increase student satisfaction. Those areas are: ***Parking, Financial Aid: amount of aid received, Cafeteria, Tuition & fee payment procedures***, and ***Financial Aid: helpfulness of counselors.***

HIGHEST RATED SERVICES

☆☆☆☆ *Services*	*Mean*	*% Satisfied*
Admissions services	4.10	84%
Telephone registration	4.08	80%
Library	4.03	77%
Publications	3.99	77%
Test Center	3.91	69%
Bookstore	3.86	72%
Registration: in-person	3.81	67%
Learning Assistance Center	3.77	60%
HCC's Web page	3.76	68%
Welcome Center	3.76	58%
Cashier's Office	3.72	63%
Career & Job Counseling	3.70	58%

Student Ratings on Instructional Topics

On the year 2000 YESS Survey there were 12 items that dealt with instructional topics. All 12 were rated above 3.50, as shown in the chart below. As has been true in the past, ***Class Size*** is the item with which students exhibit the highest level of satisfaction. ***Quality of computer services, Attitude of faculty towards students***, and ***Quality of labs*** were also rated above or near 4.00.

More than half of the instructional topics had ratings over 3.90. Given that fact and that there were none under 3.50, it may appear that there is no cause for concern at all in this area, and all involved should be commended. A note of caution should be sounded, however, about the 16% of students who expressed dissatisfaction with the item ***Availability of courses at a convenient time and place.*** No other item in this section had a dissatisfaction level over 7%.

STUDENTS' RATINGS ON INSTRUCTIONAL TOPICS

Survey Items	Mean	% Satisfied
Class size	4.10	84%
Quality of computer services	4.04	79%
Attitude of faculty toward students	4.01	78%
Quality of labs	3.99	77%
Quality of instruction overall	3.96	77%
Access to up-to-date technology	3.95	75%
Availability/help of faculty	3.95	77%
Quality of instruction in major	3.89	73%
Diversity in curriculum	3.83	70%
Academic advice/assistance	3.81	69%
Academic support: counseling	3.73	61%
Availability of courses: time/place	3.58	63%

Student Ratings on Campus Environment/ Student Activities

Students were given the opportunity to rate 11 items that fell under the general categories of campus environment and activities for students. In general, the items relating to the campus environment were rated higher than those having to do with student activities. No item in this section was rated over 4.0, as compared to the two previous sections that had three each rated that highly.

The three highest rated items were: ***General condition of buildings/grounds***, ***Attitude of HCC employees***, and ***Overall climate of diversity*** – all rated over 3.75. This section had six items under 3.50, and all of these but one (the gym) had to do with activities for students. Items with dissatisfaction levels greater than 10% were: ***College social life***, ***Physical Education facility***, and ***Sports/athletic programs***.

RATINGS ON CAMPUS ENVIRONMENT/ STUDENT ACTIVITIES		
Survey Items	Mean	% Satisfied
Condition of buildings/grounds	3.95	77%
Attitude of HCC employees	3.79	66%
Overall climate of diversity	3.78	65%
Cultural arts activities	3.66	56%
Block time	3.56	51%
Student newspaper	3.45	40%
Student clubs	3.39	36%
Student Government Association	3.37	34%
Physical Education facility	3.35	41%
College social life	3.32	40%
Sports/athletic programs	3.28	33%

Student Opinions

The last section of the survey on which students rated their satisfaction was called, "About You and Your Views" and it contained ten items. It is apparent that students at HCC feel welcome and safe.

STUDENT VIEWS		
Survey Items	Mean	Satis-fied
You feel welcome on this campus	4.09	81%
You feel safe on campus	4.09	81%
HCC is helping you meet your goals	3.99	77%
You are receiving an excellent education	3.92	72%
HCC has met your expectations	3.92	75%
HCC is preparing you for transfer	3.89	70%
Your problem-solving/reasoning skills have improved	3.80	66%
HCC is preparing you for a career	3.79	65%
Reading/English placement test scores reflect your level	3.61	58%
Math test scores reflect your level	3.41	50%

Based on these findings, students are also satisfied with the extent to which HCC has met their expectations and is helping them meet their goals. They also believe that they are receiving an excellent education at HCC. The areas they are least satisfied with are those that rate their perceptions of the accuracy of their placement test scores. Over 10% of the students were dissatisfied with the extent to which those scores reflected their skill levels. This was especially the case for Math scores, with which 18% were dissatisfied. That figure, however, was a considerable drop from the 23% of last year.

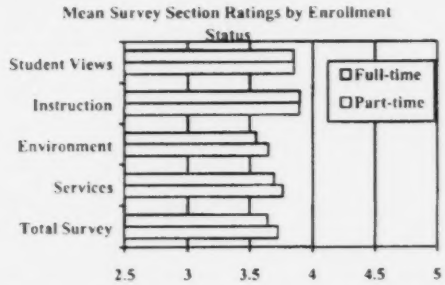
Differences in Ratings Between Part-time and Full-time Students

There was a tendency for part-time students to be somewhat more positive in their ratings than full-time students. Of the 52 items on the survey, part-time students rated 29 higher than full-timers, and part-timers rated 20 items higher (the two groups tied on three items). Yet full-time students gave 11 items ratings of 4.00 or higher compared to the seven 7 items that got ratings that high from part-time students. The lowest rating on the entire survey was the 2.75 given to ***Parking*** by full-time students. The highest rated items by each group are shown below.

Highest Rated Survey Items

Part-time students	Full-time students
Range 4.13 to 4.00	*Range 4.11 to 4.01*
Admissions services	Class size
Telephone registration	Quality of computer services
You feel welcome on campus	You feel safe on campus
Class size	Library
You feel safe on campus	Quality of labs
Attitude of faculty	Admissions services
Quality of instruction overall	Telephone registration
	You feel welcome on campus
	Access to up-to-date technology
	HCC is helping meet your goals
	HCC is preparing you for transfer

Overall ratings between part- and full-time students for each major section of the survey can be compared. Part-time students were notably more positive in their ratings of college services and the campus environment/student activities.



Across all sections of the survey there were 12 areas in which there were significant differences in ratings between full- and part-time students. The variation in ratings between the two groups is illustrated by the item ***Quality of computer services***. It was ranked second by full-time students with a rating of 4.11 and twelfth by part-time students with a rating of 3.97 – a significant difference, but both high ratings. Other significant differences in ratings between full- and part-time students, with both ratings above 3.50 and with

full-time students' ratings higher were: ***Library, Quality of labs, Access to up-to-date technology, Welcome Center,*** and ***Orientation for new students.*** Significant differences in ratings between full- and part-time students, with both ratings above 3.50 and with part-time students' ratings higher were ***Quality of instruction in major, Cashier's Office: helpfulness,*** and ***In-person registration.***

There is reason to speculate about why the differences noted above exist between part- and full-time students, yet since all of those ratings were above 3.50, most students were satisfied with those areas. Of greater concern are significant differences between the two groups' ratings for areas for which one or both ratings are below 3.50. The three areas, all with full-time students giving significantly lower ratings are shown below.

Area	Part-time	Full-time	Difference
Cafeteria	3.44	3.27	0.17
Security services	3.66	3.43	0.23
Parking	3.10	2.75	0.35

These areas and others rated under 3.50 deserve special attention as focal points for improvement activities.

Differences in Ratings Between Day and Evening Students

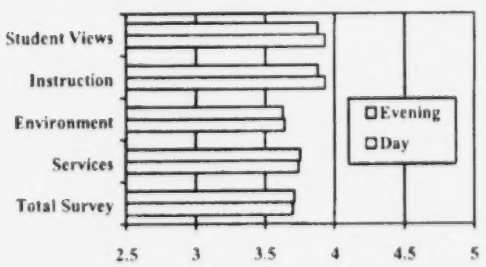
There was not a great deal of difference in the overall mean ratings between day and evening students. Of the 52 items on the survey, day students rated 38 higher than did evening students. There was interesting variation in the rankings of survey items by day and evening students. The highest rated areas (above 4.00) for each group are show below.

Highest Rated Survey Items

Day students	Evening students
Range 4.15 to 4.00	*Range 4.16 to 4.00*
Class size	Telephone registration
You feel safe on campus	Admissions services
Admissions services	You feel welcome on campus
You feel welcome on campus	Class size
Library	You feel safe on campus
Quality of labs	HCC is helping meet your goals
Quality of computer services	
Telephone registration	
Attitude of faculty	
HCC is helping meet your goals	
HCC publications	
Access to up-to-date technology	

Overall ratings of day and evening students for each major section of the survey are shown below.

Mean Survey Section Ratings by Schedule



Although it appears that there was little difference in the ratings between day and evening students, on the survey as a whole there were 14 items on which the differences in ratings between day and evening students were significant. Those items on which both groups gave ratings over 3.50 with the day students giving significantly higher ratings were: ***You feel safe on campus, Library, Quality of labs, Access to up-to-date technology, HCC is preparing you for transfer, Test Center, Welcome Center,*** and ***Orientation for new students.*** The two items above 3.50 for which evening students gave significantly higher ratings were ***HCC is preparing you for a career*** and ***Cashier's Office: helpfulness.***

There were also four areas in which there were significant differences between the day and evening students where one or both ratings are below 3.50. The three areas are shown below.

Area	Day Students	Evening	Difference
Student Government Assc	3.44	3.25	0.19
Student clubs	3.48	3.24	0.24
Block time	3.66	3.41	0.25
Parking	3.10	2.75	0.35

It is easy to see why evening students would rate the student activities lower than day students who more actively participate in them, and why parking would be rated lower by day students.

Differences in Ratings By Racial/Ethnic Group

This year, as on previous YESS surveys, African American/Black students gave generally more positive ratings than either White or Asian students. Of the 52 items on the survey, African American/Black students gave higher ratings than the other two groups on 33 items, White students gave the highest ratings on 9 items, Asian students on 6 items, and on 4 items there were ties. In the past there has been a tendency for Asian students to give lower ratings than the other two groups, and that trend continued on this year's YESS Survey. They rated 34 of the 52 items lower than the other groups and they gave 12 items ratings under 3.50, compared to 10 for White students and 8 for African American/Black students. However, the magnitude of the difference between Asian students and the other two groups has diminished somewhat over the past two years.

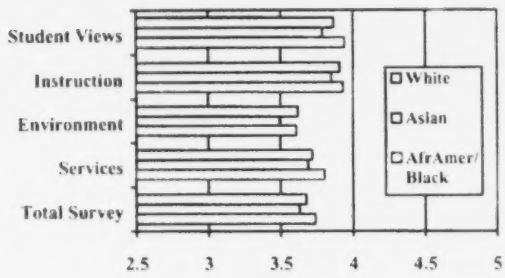
The highest rated services for each racial group are shown in the following lists.

Highest Rated Survey Items

Afr Amer/Black	White students
Range 4.15 to 4.02	*Range 4.14 to 4.03*
Admissions services	You feel welcome on campus
Telephone registration	Class size
Quality of computer services	You feel safe on campus
Library	Admissions services
Class size	Telephone registration
You feel safe on campus	Attitude of faculty
You are receiving excellent education	Quality of computer services
HCC is helping meet your goals	
You feel welcome on campus	**Asian students**
	Range 4.18 to 4.00
	Admissions services
	Library
	Quality of labs

The overall ratings on the survey sections by race clearly show the pattern of ratings by the three groups, with the African American/Black students giving the highest ratings and Asians the lowest.

Mean Survey Section Ratings by Race



The 4.18 rating given to ***Admission services*** by Asian students is the highest rating by any subgroup on the survey. Between White and Asian students there were seven items with significant differences in ratings: ***Learning Assistance Center, Quality of labs, Math placement test scores reflect your level, Bookstore, Cashier's Office: helpfulness,Cafeteria,*** and ***You feel welcome on this campus***. On the first three items Asians gave higher ratings than Whites. There were also seven statistically significant differences found between White students and African American/Black students, all with the latter group giving higher ratings: ***Library, In-person registration, HCC's Web page, Learning Assistance Center, Financial Aid services: helpfulness of counselors, Receiving an excellent education,*** and ***Math placement test scores reflect your level***. Only the last item had a rating below 3.50. There were three significant differences in ratings between African American/Black and Asian students, all with African American/Black students giving higher ratings: ***Bookstore, Cashier's Office: helpfulness,*** and ***Receiving an excellent education***.

Changes in YESS Survey Ratings Over Time

From the 1999 YESS Survey to the 2000 survey, there were 18 items that showed a decline in ratings. However, most changes were minimal, with only five greater than 0.10: ***Financial Aid services, Learning Assistance Center, Orientation for new students, Parking,*** and ***Overall climate of diversity***. Most gains on the survey were also small, with only two items having more than a 0.10 increase: ***Admissions services*** and ***Telephone registration***. ***Telephone registration*** in fact had the greatest change on the survey – a rise of 0.24. The improvements to the operations of that system from the troubled period it experienced in 1999 is evident in the increased student satisfaction reflected in its higher rating.

Conclusions/Recommendations

The good news coming from these survey results is that students are generally satisfied with college services, instruction, their own progress, and the campus environment. The areas of dissatisfaction are clear, as is a delineation of significant differences in satisfaction between student subgroups. If used appropriately, these results provide a roadmap that points to directions for improvement.

The fact that 88% of the student respondents stated that they would recommend HCC to their friends and relatives (unchanged from last year's survey), is a positive finding, as is the fact that 86% said that if they had it to do over again they would enroll in HCC.

HIGHEST PERCENT SATISFIED	
Admissions services	85%
Class size	84%
You feel welcome on this campus	81%
You feel safe on campus	81%
Registration: telephone	80%
Quality of computer services	80%
Attitude of faculty towards students	78%
General condition of buildings/grounds	77%
HCC is helping you meet your goals	77%
Quality of instruction overall	77%
Library	77%
Availability/helpfulness of faculty	77%
HCC publications	77%
Quality of labs	77%
Access to up-to-date technology	75%
HIGHEST PERCENT DISSATISFIED	
Parking accommodations	35%
Your math test scores reflect your level	18%
Availability of courses: time/place	15%
Financial Aid services: amount of aid	15%
Cafeteria	14%
College social life	13%
Physical Education facility (Gym)	12%
Your reading/English scores reflect level	12%
Sports/athletic programs	11%
Tuition & fee payment procedures	10%
Financial Aid services: helpfulness	10%

While looking at the mean ratings on each area is important, examining the percentage of respondents who are highly satisfied or dissatisfied is also valuable. The table above presents an overview of the high and low satisfaction areas. The goal of such an examination should be to commend staff in those areas that consistently offer high quality services and to target for improvement those areas that have 10% or more dissatisfied. Developing strategies for improvement should begin with a thorough assessment of current practices, identification of best practices, a determination of the gap between the two, and development of a comprehensive plan for closing the gap.

[To ask questions or make comments about this report or to request a set of tables with detailed ratings from the 2000 YESS Survey, please contact Barbara Liveratos, Research & Planning, Howard Community College, by phone at 410-772-4707 or by E-mail at Bliveratos@howardcc.edu]

THE YEAR 2000 YESS SURVEY

COMPLETE SET OF TABLES

Contact:
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Table One

DEMOGRAPHIC CHARACTERISTICS OF YEAR 2000 YESS RESPONDENTS

What is your gender?	**NUMBER (N=911)**	**PERCENT**
Female	508	58.8%
Male	356	41.2%
What is your age?		
16 or younger	5	0.6%
17 - 19	251	28.8%
20 - 22	236	27.1%
23 - 25	82	9.4%
26 - 29	70	8.0%
30 - 39	122	14.0%
40 - 49	66	7.6%
50 -59	26	3.0%
60 or older	13	1.5%
What is your ethnic/racial origin?		
African American/Black	139	16.5%
Asian/Pacific Islander	67	8.0%
Hispanic	22	2.6%
Mixed race	31	3.7%
Native American	2	0.2%
White	543	64.6%
Other	37	4.4%
Is English your native language?		
Yes	629	89.30%
No	75	10.70%
What is your current employment status?		
Employed full time (30 hours or more a week)	361	41.6%
Employed part time (less than 30 hours a week)	316	36.4%
Employed in work/study program	12	1.4%
Not employed, seeking work	47	5.4%
Not employed, not seeking work	92	10.6%
Retired	20	2.3%
Other	20	2.3%
What is your annual TOTAL HOUSEHOLD income?		
$ 9,999 or less	53	8.3%
$10,000 - 19,999	58	9.1%
$20,000 - 29,999	80	12.5%
$30,000 - 39,999	88	13.8%
$40,000 - 59,999	54	8.5%
$60,000 - 79,999	64	10.0%
$80,000 - 99,999	84	13.2%
$100,000 - 149,999	69	10.8%
$1500,000 and over	88	13.8%
How many persons (including yourself) live in your household?		
1 person	86	10.0%
2 persons	185	21.5%
3 - 4 persons	442	51.3%
5 or more persons	149	17.3%
Do you need financial aid to assist you in meeting your college expenses?		
Yes, already receive it	227	26.5%
Yes, need it, applied, wasn't eligible	125	14.6%
Yes, need it, but haven't applied	97	11.3%
Maybe, need more information	78	9.1%
No, I do not need financial aid	331	38.6%

Table Two

YESS 2000: EDUCATIONAL INFORMATION ON RESPONDENTS

TOPICS	NUMBER	PERCENT
For how many semesters have you attended HCC?		
1 semester	154	17.6%
2 semesters	255	29.2%
3 - 4 semesters	251	28.8%
5 - 6 semesters	110	12.6%
7 - 8 semesters	49	5.6%
9 or more semesters	54	6.2%
How many credits are you taking this semester at HCC?		
1 - 5 credits	200	22.9%
6 - 11 credits	274	31.4%
12 or more credits	399	45.7%
Which of the following best describes your schedule?		
WEEKDAY DAY: 50% or more of classes taken before 5 p.m.	500	57.6%
WEEKDAY EVENING: 50% or more of classes taken after 5 p.m.	268	30.9%
EQUAL SPLIT: half before 5:00/half after 5:00p.m.	92	10.6%
WEEKEND	8	0.9%
What is your current GPA?		
No credits earned	87	10.4%
1.99 or lower	30	3.6%
2.00 - 2.49	112	13.4%
2.50 - 2.99	191	22.8%
3.00 - 3.49	228	27.2%
3.50 or higher	190	22.7%
What was your PRIMARY reason for choosing to enroll at HCC?		
Affordability	183	21.6%
Proximity to home	285	33.6%
Quality of education	81	9.6%
Ease of transferring	87	10.3%
HCC's reputation	41	4.8%
Close to work	35	4.1%
Family/friends' advice	46	5.4%
Other	89	10.5%
What is your primary goal in attending HCC?		
To take courses needed to transfer to a four year college/university	467	54.6%
To obtain an Associate Degree	209	24.4%
To obtain or maintain a Certificate	72	8.4%
To take some job-related courses	39	4.6%
To take a few courses for self-enrichment	39	4.6%
Other	30	3.5%
What was your first choice of a college to attend this semester?		
HCC	564	68.1%
Another MD two year college	17	2.1%
U of MD - College Park	62	7.5%
UMBC	43	5.2%
Towson	29	3.5%
Other MD 4-year school	27	3.3%
Out-of-state 4-year school	51	6.2%
Other	35	4.2%
If you had it to do over again, would you enroll at HCC?		
Definitely yes	408	47.0%
Probably yes	333	38.3%
Uncertain	78	9.0%
Probably not	38	4.4%
Definitely not	12	1.4%
Would you recommend HCC to your friends or relatives?		
Yes, definitely	438	50.3%
Yes, probably	327	37.6%
Uncertain	76	8.7%
Probably not	21	2.4%
Definitely not	8	0.9%

Table Three.

YESS 2000 Respondents' Computer Access and Enrollment in Non-Traditional Courses

Survey Question	Number	Percent
At which of the following do you have the best regular access to a computer?		
At home	644	75.1%
At HCC	136	15.9%
At work	53	6.2%
At public library	8	0.9%
Elsewhere	9	1.0%
No regular access	8	0.9%
If you have computer access:		
Do you have E-mail?		
Yes	766	92.4%
No	63	7.6%
Do you have an Internet connection?		
Yes	750	91.7%
No	68	8.3%
In which of the following non-traditional courses are you currently enrolled?		
Telecourse	34	3.7%
Online course	53	5.8%
Interactive TV	8	0.9%
Fast Track	48	5.3%
TeleWeb	4	0.4%
CampusWeb	7	0.8%
Other	74	8.1%
None/No answer	683	75.0%

Table Four.

YESS 2000: RATINGS ON SERVICES AND SATISFACTION LEVELS

COLLEGE SERVICES	MEAN RATING	STANDARD DEVIATION	% SATISFIED	% NEUTRAL	% DIS-SATISFIED
Admissions services	4.10	0.72	84.1	14.0	2.0
Registration: telephone	4.08	0.91	79.8	14.2	6.1
Library	4.03	0.84	77.1	18.5	4.4
HCC publications (Catalog, Handbook, Schedule)	3.99	0.75	77	20.6	2.3
Test Center	3.91	0.79	69.4	28.7	1.9
Bookstore	3.86	0.90	71.6	20.7	7.8
Registration: in-person	3.81	0.86	67.0	27.4	5.7
Learning Assistance Center	3.77	0.85	59.6	36.3	4.1
HCC's web page	3.76	0.89	67.8	25.0	8.2
Welcome Center	3.76	0.80	57.9	40.3	1.7
Cashier's Office: helpfulness	3.72	0.89	63.0	30.2	6.8
Career & job placement counseling	3.70	0.88	57.6	36.7	5.7
Financial Aid Services: helpfulness of counselors	3.63	1.04	51.0	39.4	9.6
Tuition & fee payment procedures	3.63	0.97	60.3	29.3	10.4
Orientation for new students	3.61	0.80	50.7	46.0	3.3
Security services	3.57	0.95	53.1	38.0	8.9
Financial Aid Services: amount of aid received	3.43	1.00	44.1	41.1	14.7
Cafeteria	3.38	0.97	45.7	40.2	14.2
Parking accommodations	2.94	1.18	37.0	28.2	34.7

Table Five.

YESS 2000: RATINGS ON INSTRUCTIONAL TOPICS AND SATISFACTION LEVELS

TOPICS	MEAN RATING	STANDARD DEVIATION	% SATISFIED	% NEUTRAL	% DIS-SATISFIED
Class size	4.10	0.71	83.7	14.0	2.3
Quality of computer services	4.04	0.80	78.8	18.0	3.1
Attitude of faculty towards students	4.01	0.79	77.9	18.8	3.3
Quality of labs	3.99	0.85	76.5	19.5	4.0
Quality of instruction overall	3.96	0.76	77.3	19.3	3.3
Access to up-to-date technology	3.95	0.78	74.8	21.9	3.3
Availability/helpfulness of faculty	3.95	0.80	77.1	18.6	4.4
Quality of instruction in major	3.89	0.85	72.6	21.6	5.8
Diversity in the curriculum	3.83	0.00	70.0	26.4	3.7
Academic advice/assistance in course planning	3.81	0.87	68.6	24.6	6.7
Academic support: personal & retention counseling	3.73	0.84	60.8	33.7	5.4
Availability of courses at a convenient time/place	3.58	1.01	62.7	21.8	15.5

Table Six.

YESS 2000: RATINGS ON CAMPUS ENVIRONMENT/STUDENTACTIVITIES AND SATISFACTION LEVEL

ENVIRONMENT & ACTIVITIES	MEAN RATING	STANDARD DEVIATION	% SATISFIED	% NEUTRAL	% DIS-SATISFIED
General condition of buildings/grounds	3.95	0.78	77.4	18.8	3.8
Attitude of HCC employees toward students	3.79	0.84	66.2	29.0	4.8
Overall climate of diversity	3.78	0.78	65.0	28.6	2.4
Cultural arts activities (art gallery, plays, etc.)	3.66	0.82	56.1	38.8	5.2
Block time (Tues.12:30-2:00)	3.56	0.93	51.4	40.4	8.3
Student newspaper	3.45	0.80	39.8	55.0	5.2
Student clubs	3.39	0.75	35.6	59.6	4.8
Student Government Association	3.37	0.78	34.1	60.9	5.1
Physical Education facility (Gym)	3.35	0.95	40.5	47.0	12.4
College social life	3.32	0.94	40.2	46.4	13.3
Sports/athletic programs	3.28	0.85	32.9	56.4	10.6

Table Seven.

YESS 2000: RATINGS ON STUDENT VIEWS AND SATISFACTION LEVEL

Since coming to HCC, how satisfied have you been with the extent to which:	**MEAN RATING**	**STANDARD DEVIATION**	**% SATISFIED**	**% NEUTRAL**	**% DIS-SATISFIED**
You feel welcome on this campus	4.09	0.76	81.4	16.8	1.8
You feel safe on campus	4.09	0.80	81.0	15.7	3.2
You are receiving an excellent education at HCC	3.92	0.84	72.4	23.4	4.2
HCC is helping you meet your goals	3.99	0.82	77.4	18.3	4.3
HCC has met your expectations	3.92	0.67	74.5	19.6	5.9
HCC is preparing you for a career	3.79	0.89	65.4	28.4	6.1
HCC is preparing you for transfer to a 4 year college	3.89	0.86	69.6	25.9	4.5
Your problem-solving/reasoning skills have improved	3.80	0.83	64.5	31.5	4.0
Your reading/English placement scores reflect your skill level	3.61	1.04	58.2	29.8	12.0
Your math placement test scores accurately reflect your level	3.41	1.11	49.6	32.4	18.1

Table Eight

YESS 2000: RATINGS BY PART-TIME/FULL-TIME STATUS

SERVICES	OVERALL MEAN	PART-TIME N=474	FULL-TIME N=399	DIF-FERENCE
1 Admissions services	4.10	4.13	4.06	0.07
2 Registration: telephone	4.08	4.11	4.06	0.05
3 Library	4.03	3.97	4.09	-0.12 *
4 HCC publications (Catalog, Handbook, Schedule)	3.99	3.99	3.97	0.02
5 Test Center	3.91	3.85	3.95	-0.10
6 Bookstore	3.86	3.90	3.81	0.09
7 Registration: in-person	3.81	3.87	3.74	0.13 *
8 Learning Assistance Center	3.77	3.74	3.79	-0.05
9 HCC's web page	3.76	3.76	3.73	0.03
10 Welcome Center	3.76	3.67	3.82	-0.15 *
11 Cashier's Office: helpfulness of cashiers	3.72	3.83	3.57	0.26 *
12 Career & job placement counseling	3.70	3.74	3.64	0.10
13 Financial Aid Services: helpfulness of counselors	3.63	3.65	3.61	0.04
14 Tuition & fee payment procedures	3.63	3.62	3.61	0.01
15 Orientation for new students	3.61	3.53	3.67	-0.14 *
16 Security services	3.57	3.66	3.43	0.23 *
17 Financial Aid Services: amount of aid received	3.43	3.46	3.39	0.07
18 Cafeteria	3.38	3.44	3.27	0.17 *
19 Parking accommodations	2.94	3.10	2.75	0.35 *
INSTRUCTIONAL TOPICS				
1 Class size	4.10	4.07	4.11	-0.04
2 Quality of computer services	4.04	3.97	4.11	-0.14 *
3 Attitude of faculty towards students	4.01	4.03	3.96	0.07
4 Quality of labs	3.99	3.92	4.07	-0.15 *
5 Quality of instruction overall	3.96	4.00	3.91	0.09
6 Access to up-to-date technology	3.95	3.88	4.02	-0.14 *
7 Availability/helpfulness of faculty	3.95	3.98	3.90	0.08
8 Quality of instruction in major	3.89	3.94	3.82	0.12 *
9 Diversity in the curriculum	3.83	3.83	3.81	0.02
10 Academic advice/assistance in course planning	3.81	3.81	3.81	0.00
11 Academic support: personal & retention counseling	3.73	3.74	3.69	0.05
12 Availability of courses at a convenient time/place	3.58	3.56	3.58	-0.02
CAMPUS ENVIRONMENT/STUDENT ACTIVITIES				
1 General condition of buildings/grounds	3.95	3.97	3.91	0.06
2 Attitude of HCC employees toward students	3.79	3.80	3.74	0.09
3 Overall climate of diversity	3.78	3.78	3.77	-0.01
4 Cultural arts activities (art gallery, plays, etc.)	3.66	3.70	3.59	0.11
5 Block time (Tues.12:30-2:00)	3.56	3.52	3.56	-0.04
6 Student newspaper	3.45	3.39	3.48	-0.09
7 Student clubs	3.39	3.35	3.39	-0.04
8 Student Government Association	3.37	3.36	3.36	0.00
9 Physical Education facility (Gym)	3.35	3.39	3.28	0.11
10 College social life	3.32	3.36	3.27	0.09
11 Sports/athletic programs	3.28	3.31	3.19	0.12
STUDENT VIEWS				
1 You feel welcome on this campus	4.09	4.10	4.06	0.04
2 You feel safe on campus	4.09	4.07	4.10	-0.03
3 HCC is helping you meet your goals	3.99	3.99	4.01	-0.02
4 You are receiving an excellent education at HCC	3.92	3.94	3.91	0.03
5 HCC has met your expectations	3.92	3.89	3.96	-0.07
6 HCC is preparing you for a career	3.79	3.83	3.75	0.08 *
7 HCC is preparing you for transfer	3.89	3.77	4.01	-0.24
8 Your problem-solving/reasoning skills have improved	3.80	3.77	3.82	-0.05
9 Reading/English scores reflect your skill level	3.61	3.58	3.62	-0.04
10 Math placement test scores reflect your level	3.41	3.40	3.40	0.00

*A comparison of the two groups' means using a t-test found that this difference is statistically significant at the 0.05 level or greater.

Table Nine.

YESS 2000: RATINGS BY DAY/EVENING SCHEDULE

	COLLEGE SERVICES	OVERALL MEAN	SPLIT N=92	DAY N=500	EVENING N=268	DAY/EVENING DIFFERENCE
1	Admissions services	4.10	3.95	4.12	4.11	0.01
2	Registration: telephone	4.08	4.05	4.06	4.16	-0.10
3	Library	4.03	3.93	4.08	3.96	0.12 *
4	HCC publications (Catalog, Handbook, Schedule)	3.99	3.86	4.01	3.98	0.03
5	Test Center	3.91	3.89	3.95	3.8	0.15 *
6	Bookstore	3.86	3.57	3.90	3.88	0.02
7	Registration: in-person	3.81	3.70	3.81	3.85	-0.04
8	Learning Assistance Center	3.77	3.64	3.80	3.72	0.08
9	HCC's web page	3.76	3.64	3.77	3.76	0.01
10	Welcome Center	3.76	3.63	3.81	3.65	0.16 *
11	Cashier's Office: helpfulness of cashiers	3.72	3.66	3.67	3.83	-0.16 *
12	Career & job placement counseling	3.70	3.61	3.69	3.74	-0.05
13	Financial Aid Services: helpfulness of counselors	3.63	3.65	3.61	3.65	-0.04
14	Tuition & fee payment procedures	3.63	3.43	3.66	3.63	0.03
15	Orientation for new students	3.61	3.46	3.68	3.52	0.16 *
16	Security services	3.57	3.66	3.53	3.59	-0.06
17	Financial Aid Services: amount of aid received	3.43	3.47	3.42	3.41	0.01
18	Cafeteria	3.38	3.06	3.39	3.43	-0.04
19	Parking accommodations	2.94	2.80	2.82	3.21	-0.39 *
	INSTRUCTIONAL TOPICS					
1	Class size	4.10	3.92	4.15	4.06	0.09
2	Quality of computer services	4.04	4.02	4.07	3.99	0.08
3	Attitude of faculty towards students	4.01	3.81	4.04	3.99	0.05
4	Quality of labs	3.99	3.82	4.08	3.9	0.18 *
5	Quality of instruction overall	3.96	3.82	3.97	3.99	-0.02
6	Access to up-to-date technology	3.95	3.87	4.00	3.86	0.14 *
7	Availability/helpfulness of faculty	3.95	3.84	3.97	3.95	0.02
8	Quality of instruction in major	3.89	3.67	3.92	3.90	0.02
9	Diversity in the curriculum	3.83	3.71	3.84	3.83	0.01
10	Academic advice/assistance in course planning	3.81	3.71	3.82	3.80	0.02
11	Academic support: pers./retention counseling	3.73	3.58	3.74	3.71	0.03
12	Availability of courses at a convenient time/place	3.58	3.28	3.59	3.62	-0.03
	CAMPUS ENVIRONMENT/STUDENT ACTIVITIES					
1	General condition of buildings/grounds	3.95	3.86	3.99	3.91	0.08
2	Attitude of HCC employees toward students	3.79	3.56	3.82	3.80	0.02
3	Overall climate of diversity	3.78	3.55	3.81	3.77	0.04
4	Cultural arts activities (art gallery, plays, etc.)	3.66	3.62	3.69	3.62	0.07
5	Block time (Tues. 12:30-2:00)	3.56	3.17	3.66	3.41	0.25 *
6	Student newspaper	3.45	3.31	3.49	3.38	0.11
7	Student clubs	3.39	3.15	3.48	3.24	0.24 *
8	Student Government Association	3.37	3.21	3.44	3.25	0.19 *
9	Physical Education facility (Gym)	3.35	3.24	3.34	3.42	-0.08
10	College social life	3.32	2.99	3.36	3.38	-0.02
11	Sports/athletic programs	3.28	2.86	3.33	3.31	0.02
	STUDENT VIEWS					
1	You feel welcome on this campus	4.09	3.97	4.11	4.09	0.02
2	You feel safe on campus	4.09	4.07	4.14	4.01	0.13 *
3	HCC is helping you meet your goals	3.99	3.88	4.02	4.00	0.02
4	You are receiving an excellent education at HCC	3.92	3.70	3.98	3.92	0.06
5	HCC has met your expectations	3.92	3.73	3.99	3.88	0.11
6	HCC is preparing you for transfer	3.89	3.63	3.99	3.74	0.25 *
7	Your problem-solving/reasoning skills have improved	3.80	3.58	3.84	3.78	0.06
8	HCC is preparing you for a career	3.79	3.55	3.77	3.92	-0.15 *
9	Reading/English scores reflect your skill level	3.61	3.33	3.61	3.64	-0.03
10	Math placement test scores reflect your level	3.41	3.21	3.41	3.41	0.00

*A comparison of the two groups' means using a t-test found that this difference is statistically significant at the 0.05 level or greater

Table Ten

YESS 2000: RATINGS BY RACIAL/ETHNIC GROUP

		RATINGS			DIFFERENCES		
	SERVICES	WHITE N=543	AFRICAN AMERICAN N=139	ASIAN/ PAC. ISL. N=67	WHITE/ AFRICAN AMERICAN	WHITE/ ASIAN	AFRICAN AMERICAN /ASIAN
1	Admissions services	4.09	4.15	4.18	0.06	-0.09	-0.03
2	Registration: telephone	4.09	4.13	4.02	0.04	0.07	0.11
3	HCC publications (Catalog, Handbook, Schedule)	3.98	3.99	3.92	0.01	0.06	0.07
4	Library	3.96	4.12	4.18	0.16 *	-0.22	-0.06
5	Bookstore	3.87	3.92	3.57	0.05	0.30 *	0.35 *
6	Test Center	3.87	3.94	3.9	0.07	-0.03	0.04
7	Registration: in-person	3.77	3.94	3.70	0.17 *	0.07	0.24
8	Welcome Center	3.76	3.69	3.78	-0.07	-0.02	-0.09
9	Cashier's Office: helpfulness	3.72	3.81	3.47	0.09	0.25 *	0.34 *
10	HCC's web page	3.69	3.91	3.83	0.22 *	-0.14	0.08
11	Career & job placement counseling	3.66	3.83	3.61	0.17	0.05	0.22
12	Learning Assistance Center	3.66	3.96	4.04	0.30 *	-0.38 *	-0.08
13	Tuition & fee payment procedures	3.65	3.67	3.54	0.02	0.11	0.13
14	Orientation for new students	3.58	3.71	3.59	0.13	-0.01	0.12
15	Security services	3.57	3.62	3.47	0.05	0.10	0.15
16	Financial Aid Services: helpfulness of counselors	3.51	3.87	3.67	0.36 *	-0.16	0.20
17	Cafeteria	3.40	3.39	3.09	-0.01	0.31 *	0.30
18	Financial Aid Services: amount of aid received	3.37	3.55	3.44	0.18	-0.07	0.11
19	Parking accommodations	2.93	3.02	2.92	0.09	0.01	0.10
	INSTRUCTIONAL TOPICS						
1	Class size	4.12	4.12	3.97	0.00	0.15	0.15
2	Attitude of faculty towards students	4.04	3.93	3.91	-0.11	0.13	0.02
3	Quality of computer services	4.03	4.13	4.00	0.10	0.03	0.13
4	Quality of instruction overall	3.99	3.97	3.82	-0.02	0.17	0.15
5	Quality of labs	3.98	4.02	4.11	0.04	-0.13 *	-0.09
6	Access to up-to-date technology	3.97	3.97	3.87	0.00	0.10	0.10
7	Availability/helpfulness of faculty	3.94	3.98	3.94	0.04	0.00	0.04
8	Quality of instruction in major	3.90	3.95	3.77	0.05	0.13	0.18
9	Diversity in the curriculum	3.83	3.82	3.83	-0.01	0.00	-0.01
10	Academic advice/assistance in course planning	3.77	3.90	3.84	0.13	-0.07	0.06
11	Academic support: counseling	3.71	3.78	3.70	0.07	0.01	0.08
12	Availability of courses at a convenient time/place	3.61	3.61	3.48	0.00	0.13	0.13
	CAMPUS ENVIRONMENT/STUDENT ACTIVITIES						
1	General condition of buildings/grounds	3.96	3.98	3.82	0.02	0.14	0.16
2	Attitude of HCC employees toward students	3.82	3.83	3.64	0.01	0.18	0.19
3	Overall climate of diversity	3.77	3.76	3.82	-0.01	-0.05	-0.06
4	Cultural arts activities (art gallery, plays, etc.)	3.63	3.66	3.52	0.03	0.11	0.14
5	Block time (Tues 12:30-2:00)	3.54	3.69	3.53	0.15	0.01	0.16
6	Student newspaper	3.47	3.31	3.40	-0.16	0.07	-0.09
7	Student clubs	3.38	3.27	3.33	-0.11	0.05	-0.06
8	Student Government Association	3.37	3.27	3.25	-0.10	0.12	0.02
9	College social life	3.32	3.28	3.28	-0.04	0.04	0.00
10	Physical Education facility (Gym)	3.32	3.48	3.23	0.16	0.09	0.25
11	Sports/athletic programs	3.24	3.30	3.08	0.06	0.16	0.22
	STUDENT VIEWS						
1	You feel welcome on this campus	4.14	4.09	3.86	-0.05	0.28 *	0.23
2	You feel safe on campus	4.11	4.12	3.95	0.01	0.16	0.17
3	HCC is helping you meet your goals	3.99	4.10	3.89	0.11	0.10	0.21
4	HCC has met your expectations	3.97	3.88	3.79	-0.09	0.18	0.09
5	You are receiving an excellent education at HCC	3.93	4.11	3.78	0.18 *	0.15	0.33 *
6	HCC is preparing you for transfer	3.89	3.95	3.83	0.06	0.06	-0.16
7	Your problem-solving/reasoning skills have improved	3.78	3.89	3.78	0.11	0.00	0.14
8	HCC is preparing you for a career	3.77	3.92	3.69	0.15	0.08	-0.02
9	Reading/English scores reflect your skill level	3.58	3.67	3.60	0.09	-0.02	0.07
10	Math placement test scores reflect your level	3.33	3.56	3.65	0.23 *	-0.32 *	-0.09

*A comparison of the two groups' means using a t-test found that this difference is statistically significant at the 0.05 level or greater

Table Eleven.

YESS SURVEY RATINGS 1996 - 2000

ITEMS	2000 YESS MEAN	1999 YESS MEAN	1998 YESS MEAN	1996 YESS MEAN	CHANGE FROM 99-2000	CHANGE FROM 96-2000
Admissions services*	4.10	4.00	4.01	3.47	0.10	0.63
Bookstore	3.86	3.80	3.73	3.70	0.06	0.16
Cafeteria**	3.38	3.36	3.49	3.25	0.02	0.13
Career & job placement counseling*	3.70	3.65	3.57	3.32	0.05	0.38
Cashier's Office	3.72	3.72	3.72	3.68	0.00	0.04
College publications	3.99	3.99	3.93	3.82	0.00	0.17
Financial Aid Services**	3.53	3.70	3.57	3.26	-0.17	0.27
Learning Assistance Center*	3.77	3.93	3.76	3.72	-0.16	0.05
Library	4.03	4.09	4.01	3.96	-0.06	0.07
Orientation for new students*	3.61	3.75	3.65	3.34	-0.14	0.27
Parking accommodations*	2.94	3.28	3.37	2.58	-0.34	0.36
Registration: in-person	3.81	3.77	3.80	3.48	0.04	0.33
Registration: telephone	4.08	3.84	4.19	4.06	0.24	0.02
Test Center	3.91	3.99	3.99	3.97	-0.08	-0.06
Block time (Tues 12:30-2:00)	3.56	3.63	3.53	3.54	-0.07	0.02
College social life	3.32	3.38	3.36	3.22	-0.06	0.10
Cultural arts activities(art gallery,plays,etc.)	3.66	3.75	3.63	3.39	-0.09	0.27
General condition of buildings/grounds	3.95	3.99	3.91	3.86	-0.04	0.09
Overall climate of diversity	3.78	3.88	3.85	3.47	-0.10	0.31
Physical Education facility (Gym)	3.35	3.43	3.52	3.41	-0.08	-0.06
Safety on campus*	4.09	4.12	4.03	3.55	-0.03	0.54
Sports/athletic programs	3.28	3.32	3.32	3.27	-0.04	0.01
Student clubs	3.39	3.43	3.29	3.29	-0.04	0.10
Student Government Association	3.37	3.36	3.24	3.38	0.01	-0.01
Student newspaper	3.45	3.40	3.42	3.22	0.05	0.23
Academic advice/assistance in course planning	3.81	3.79	3.74	3.48	0.02	0.33
Academic support: personal & retention counseling*	3.73	3.78	3.73	3.57	-0.05	0.16
Attitude of faculty towards students	4.01	3.99	3.98	3.85	0.02	0.16
Availability/helpfulness of faculty	3.95	3.92	3.93	3.65	0.03	0.30
Class size	4.10	4.14	4.16	4.02	-0.04	0.08
Diversity in the curriculum	3.83	3.78	3.82	3.55	0.05	0.28
Quality of instruction in major	3.89	3.88	3.91	3.78	0.01	0.11
Quality of instruction overall	3.96	3.99	3.97	3.84	-0.03	0.12
Quality of labs	3.99	3.99	3.84	3.64	0.00	0.35

* These items' labels changed from one survey to another.

**In 1999 there were two listings for the Financial Aid Office: one for helpfulness of counselors (3.79) and one for amount of aid received (3.60). These were av

**The Cafetena also had two listings in 1999. One for food quality (3.35) and one for menu variety (3.36). These were averaged.

Table Twelve.

Item	Rank	SURVEY ITEMS	MEAN
1	1	Admissions services	4.10
2	1	Class size	4.10
3	2	You feel welcome on this campus	4.09
4	2	You feel safe on campus	4.09
5	3	Registration: telephone	4.08
6	4	Quality of computer services	4.04
7	5	Library	4.03
8	6	Attitude of faculty towards students	4.01
9	7	HCC publications (Catalog, Handbook, Schedule)	3.99
10	7	Quality of labs	3.99
11	7	HCC is helping you meet your goals	3.99
12	8	Quality of instruction overall	3.96
13	9	Access to up-to-date technology	3.95
14	9	Availability/helpfulness of faculty	3.95
15	9	General condition of buildings/grounds	3.95
16	10	You are receiving an excellent education at HCC	3.92
17	10	HCC has met your expectations	3.92
18	11	Test Center	3.91
19	12	Quality of instruction in major	3.89
20	12	HCC is preparing you for transfer to a 4 year college	3.89
21	13	Bookstore	3.86
22	14	Diversity in the curriculum	3.83
23	15	Registration: in-person	3.81
24	15	Academic advice/assistance in course planning	3.81
25	26	Your problem-solving/reasoning skills have improved	3.80
26	27	Attitude of HCC employees toward students	3.79
27	17	HCC is preparing you for a career	3.79
28	18	Overall climate of diversity	3.78
29	19	Learning Assistance Center	3.77
30	20	HCC's web page	3.76
31	20	Welcome Center	3.76
32	21	Academic support: personal & retention counseling	3.73
33	22	Cashier's Office: helpfulness	3.72
34	23	Career & job placement counseling	3.70
35	24	Cultural arts activities (art gallery, plays, etc.)	3.66
36	25	Financial Aid Services: helpfulness of counselors	3.63
37	25	Tuition & fee payment procedures	3.63
38	26	Orientation for new students	3.61
39	26	Reading/English placement scores reflect your level	3.61
40	27	Availability of courses at a convenient time/place	3.58
41	28	Security services	3.57
42	29	Block time (Tues.12:30-2:00)	3.56
43	30	Student newspaper	3.45
44	31	Financial Aid Services: amount of aid received	3.43
45	32	Math placement test scores reflect your level	3.41
46	33	Student clubs	3.39
47	34	Cafeteria	3.38
48	35	Student Government Association	3.37
49	36	Physical Education facility (Gym)	3.35
50	37	College social life	3.32
51	38	Sports/athletic programs	3.28
52	39	Parking accommodations	2.94

Table Thirteen.

SATISFACTION RATIO OF YESS SURVEY ITEMS

		%	%	SATISFACTION
	COLLEGE SERVICES	**SATISFIED**	**DISSATISFIED**	**RATIO**
1	You feel welcome on this campus	81.4	1.8	45.2
2	Admissions services	84.1	2.0	42.1
3	Test Center	69.4	1.9	36.5
4	Class size	83.7	2.3	36.4
5	Welcome Center	57.9	1.7	34.1
6	HCC publications (Catalog, Handbook, Schedule)	77	2.3	33.5
7	Overall climate of diversity	65.0	2.4	27.1
8	Quality of computer services	78.8	3.1	25.4
9	You feel safe on campus	81.0	3.2	25.3
10	Attitude of faculty towards students	77.9	3.3	23.6
11	Quality of instruction overall	77.3	3.3	23.4
12	Access to up-to-date technology	74.8	3.3	22.7
13	General condition of buildings/grounds	77.4	3.8	20.4
14	Quality of labs	76.5	4.0	19.1
15	Diversity in the curriculum	70.0	3.7	18.9
16	HCC is helping you meet your goals	77.4	4.3	18.0
17	Availability/helpfulness of faculty	77.1	4.4	17.5
18	Library	77.1	4.4	17.5
19	You are receiving an excellent education at HCC	72.4	4.2	17.2
20	Your problem-solving/reasoning skills have improved	64.5	4.0	16.1
21	HCC is preparing you for transfer to a 4 year college	69.6	4.5	15.5
22	Orientation for new students	50.7	3.3	15.4
23	Learning Assistance Center	59.6	4.1	14.5
24	Attitude of HCC employees toward students	66.2	4.8	13.8
25	Registration: telephone	79.8	6.1	13.1
26	HCC has met your expectations	74.5	5.9	12.6
27	Quality of instruction in major	72.6	5.8	12.5
28	Registration: in-person	67.0	5.7	11.8
29	Academic support: personal & retention counseling	60.8	5.4	11.3
30	Cultural arts activities (art gallery, plays, etc.)	56.1	5.2	10.8
31	HCC is preparing you for a career	65.4	6.1	10.7
32	Academic advice/assistance in course planning	68.6	6.7	10.2
33	Career & job placement counseling	57.6	5.7	10.1
34	Cashier's Office: helpfulness	63.0	6.8	9.3
35	Bookstore	71.6	7.8	9.2
36	HCC's web page	67.8	8.2	8.3
37	Student newspaper	39.8	5.2	7.7
38	Student clubs	35.6	4.8	7.4
39	Student Government Association	34.1	5.1	6.7
40	Block time (Tues.12:30-2:00)	51.4	8.3	6.2
41	Security services	53.1	8.9	6.0
42	Tuition & fee payment procedures	60.3	10.4	5.8
43	Financial Aid Services: helpfulness of counselors	51.0	9.6	5.3
44	Your reading/English placement scores reflect skill level	58.2	12.0	4.9
45	Availability of courses at a convenient time/place	62.7	15.5	4.0
46	Physical Education facility (Gym)	40.5	12.4	3.3
47	Cafeteria	45.7	14.2	3.2
48	Sports/athletic programs	32.9	10.6	3.1
49	College social life	40.2	13.3	3.0
50	Financial Aid Services: amount of aid received	44.1	14.7	3.0
51	Your math placement scores accurately reflect your level	49.6	18.1	2.7
52	Parking accommodations	37.0	34.7	1.1